

# Carolyn McClair Public Relations



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August 5, 1999

Ms. Ginger Killorn  
Year 2000 Marketing IS  
Philip Morris USA  
P. O. Box 26603 RFP 10  
Richmond, VA

Dear Ms. Killorn:

Months ago, I filled out and returned a survey regarding Year 2000 compliance. I understand that the survey is not on file, so I am sending this document to satisfy the need for assurance that Carolyn McClair Public Relations is ready for the new millennium.

We have made the following adjustments in-house and have made appropriate inquiries of our suppliers. Please be assured that:

- All computers, printers and fax machines were purchased within the last 9 - 12 months and are 2000 ready
- Our telephone system was purchased and checked within the past 12 months and our service representative is scheduled to make a year-end service call on December 1
- Our postage meter system was upgraded within the past six months and the company that services us has made necessary adjustments
- Our mailing house and photo duplicating services have checked and upgraded equipment as necessary
- The building in which we are housed is on a Y2K countdown to assure that heating and plumbing, security doors, windows, elevators, telephones and all general maintenance equipment will be in full working order at year-end

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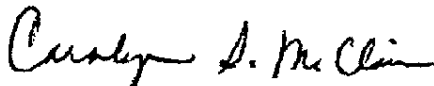
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Carolyn McClair Public Relations  
Y2K Compliance

As a public relations agency that services Philip Morris projects between April and October, all major events will be completed prior to year-end. Any contact during other months is generally in person or via telephone.

Thank you for the opportunity to represent Philip Morris USA and working with us to insure that all will go smoothly as the new millennium approaches. Please call LaNita Adams or me at (212) 721-3341 if you have questions or need additional information.

Best regards,



Carolyn S. McClair  
President

CSM/lra

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